



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-3873
PHONE: (213) 974-8301 FAX: (213) 626-5427

WENDY L. WATANABE
AUDITOR-CONTROLLER

MARIA M. OMS
CHIEF DEPUTY

ASST. AUDITOR-CONTROLLERS

ROBERT A. DAVIS
JOHN NAIMO
JUDI E. THOMAS

August 18, 2009

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – HUMAN SERVICES NETWORK, INCORPORATED (aka YOUTH SERVICES NETWORK) – SHADOW HILLS, GRANADA HILLS AND PARTHENIA GROUP HOMES**

We have completed a review of Shadow Hills, Granada Hills and Parthenia Group Homes (Group Home or Agency) operated by Human Services Network, Incorporated (aka Youth Services Network). Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department.

Shadow Hills, Granada Hills and Parthenia Group Homes are each six-bed facilities, which provide care for boys ages 11-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Shadow Hills Group Home was providing services for five DCFS children. Granada Hills and Parthenia Group Homes were each providing services for six DCFS children.

The three Group Homes are located in the Fifth District.

Scope of Review

The purpose of our review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, employee records, a

facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. However, the Agency needs to address a few deficient areas. Specifically, Granada Hills and Parthenia Group Homes need to teach all children daily living, self-help and survival skills and provide all children with opportunities to participate in emancipation and vocational programs as appropriate. In addition, Granada Hills Group Home needs to ensure that children are treated with respect and dignity and Parthenia Group Home needs to repair the kitchen cabinets.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (213) 253-0301.

WLW:MMO:JET:DC:AA:CC:asl

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Ted Myers, Chief Deputy Director, DCFS
Susan Kerr, Senior Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Robert Schad, President, Human Services Network
Joaquin Shelton, Executive Director, Human Services Network
Public Information Office
Audit Committee

**Human Services Network
Shadow Hills Group Home
Sunland, California 91040
License Number: 198205892
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Shadow Hills Group Home (Group Home or Agency) is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

None.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement. Case files reflect adequate documentation to show that children are receiving treatment services.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Recommendation

None.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills. Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

None.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest. The Group Home provides transportation to and from the activities.

Recommendation

None.

V. Psychotropic Medication**Method of assessment – Review of relevant documents****Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

None.

VI. Personal Rights**Method of assessment – Interviews with children****Sample size: Two****Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

None.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

None.

VIII. Personnel Background Checks

Method of assessment – Review of relevant documents

Sample size: Four

Comments:

The Group Home has obtained the required criminal and child abuse clearances for their employees.

Recommendation

None.

**Human Services Network
Granada Hills Group Home
Granada Hills, California 91344
License Number: 191220401
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Granada Hills Group Home (Group Home or Agency) is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

None.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

Case files reflect adequate documentation to show that children are receiving treatment services.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Recommendation

None.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. However, one child has not been taught daily living, self-help and survival skills and is not provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

- 1. Human Services Network Group Home management:**
 - a. Teach all children daily living, self-help and survival skills.**
 - b. Provide all children with opportunities to participate in emancipation and vocational programs as appropriate.**

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which

they have an interest. The Group Home provides transportation to and from the activities.

Recommendation

None.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

None.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. However, the children express a lack of satisfaction with the quality of their interactions with staff and report that at times the staff does not treat them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

2. Human Services Network Group Home management treat all children with respect and dignity.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

None.

VIII. Personnel Background Checks

Method of assessment – Review of relevant documents

Sample size: Three

Comments:

The Group Home has obtained the required criminal and child abuse clearances for their employees.

Recommendation

None.

**Human Services Network
Parthenia Group Home
North Hills, California 91343
License Number: 191220817
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Parthenia Group Home (Group Home or Agency) is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the kitchen cabinets are worn out and some of the cabinets are broken.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

- 1. Human Services Network Group Home management repair the kitchen cabinets.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement. Case files reflect adequate documentation to show that children are receiving treatment services.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Recommendation

None.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. However, the Group Home's program does not include the development of children's daily living, self-help and survival skills. In addition, children are not provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations**2. Human Services Network Group Home management:**

- a. Teach children daily living, self-help and survival skills.
- b. Provide children with opportunities to participate in emancipation and vocational programs as appropriate.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest. The Group Home provides transportation to and from the activities.

Recommendation

None.

V. Psychotropic Medication**Method of assessment – Review of relevant documents****Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

None.

VI. Personal Rights**Method of assessment – Interviews with children****Sample size: Two****Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

None.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

None.

VIII. Personnel Background Checks

Method of assessment - Review of relevant documents

Sample size: Three

Comments:

The Group Home has obtained the required criminal and child abuse clearances for their employees.

Recommendation

None.

YOUTH SERVICES NETWORK

11336 CAMARILLO STREET, SUITE 306 • WEST TOLUCA LAKE, CALIFORNIA 91602 • (818) 769-5686 • FAX (818) 980-1560

20 April 2009

TO: Alix Sigal-Liberman M.A.
Children's Services Administrator
County of Los Angeles
Department of Auditor-Controller

FROM: Miriam Korn, M.A. MFT
Treatment Director
Youth Services Network

RE: Corrective Action Plan
April 1, 2009

The following Corrective Action Plan is herein submitted in response to the most recent audit conducted by your office. Please note that Human Services Network is now operating under the name of Youth Services Network, and has an RCL Classification of Level 12.

Granada Hills Home
Facility # 191220401

Recommendations:

1. Human Services Network Group Home management
 - a. teach all children daily living, self-help and survival skills
 - b. provide all children with opportunities to participate in emancipation and vocational programs as appropriate.

Implemented. Treatment Directors Miriam Korn and Ray Armstrong ensure that every child is taught daily living, self-help and survival skills, and all youth are provided with opportunities to participate in emancipation and vocational programs as appropriate. While these activities were already carried out as part of the basic program services at YSN, they were not documented appropriately. Case Manager Mika Miller and Ray Armstrong are responsible to ensure that the independent and daily living skills activities are assigned to each youth and are implemented by Youth Counselors as assigned, and such activities are documented in resident file. Any refusal to participate in assigned independent and daily living skills activities will be communicated to the youth's DCFS social worker and documented in the youth file.

Case Manager Mika Miller and Treatment Director Ray Armstrong are responsible for, and do, refer all youth to emancipation and vocational programs, and facilitate their participation. Multiple requests for referrals to the ILP program are made to DCFS social workers, and youth are placed on existing waiting lists. Case Manager Mika Miller and Treatment Director Ray Armstrong are responsible to ensure that every boy is referred to appropriate vocational and emancipation programs and facilitate their participation. All activities related to ILP, emancipation and vocational programs will be documented in the youth case files. Any refusal by youth to participate in these programs will be communicated to the DCFS social worker and documented in the youth file.

Recommendation

2. Human Services Network Group Home management treat all children with respect and dignity.

Implemented. Treatment Directors Miriam Korn and Ray Armstrong, and Program Director Art Thomas provided additional training for Youth Counselors and will continue to monitor staff interactions with the youth in their care, to ensure that all youth are treated with respect and dignity at all times.

Parthenia Group Home
Facility Number 191220817

Recommendation

1. Human Services Network Group Home management repair kitchen cabinets.

Implemented. Kitchen cabinets were refinished as of 4/15/09. Program Director Art Thomas and Director of Operations Mary Jo Clark are responsible to ensure conditions of the home meet Community Care Licensing Title 22 Regulations and remain in good condition and repair.

Please let me know if you require more information at this time.



Miriam Korn, MA MFT
Treatment Director


Human Services Network (aka Youth Services Network)
Corrective Action Plan
April 20, 2009
Addendum

Parthenia Group Home
Facility Number 191220817

Recommendations:

2. Human Services Network Group Home management
 - a. teach all children daily living, self-help and survival skills
 - b. provide all children with opportunities to participate in emancipation and vocational programs as appropriate.

Implemented. Treatment Directors Miriam Korn and Ray Armstrong ensure that every child is taught daily living, self-help and survival skills, and all youth are provided with opportunities to participate in emancipation and vocational programs as appropriate. While these activities are already carried out as part of the basic program services, they have not been documented appropriately. Case Manager Mika Miller and Ray Armstrong are responsible to ensure that independent and daily living skills activities are assigned to each youth and are implemented by Youth Counselors as assigned, and such activities are documented in the resident file. Any refusal to participate in assigned activities will be communicated to the youth's DCFS social worker and documented in the youth file. Treatment Director Ray Armstrong is responsible for, and will, refer all youth to emancipation and vocational programs, and facilitate their participation. Multiple requests for referrals to the ILP program are made to DCFS social workers, and youth are placed on existing waiting lists. Treatment Director Ray Armstrong is responsible to ensure that every boy is referred to appropriate vocational and emancipation programs and facilitate their participation. All activities related to ILP, emancipation and vocational programs will be documented in the youth case files. Any refusal by youth to participate in these programs will be communicated to the DCFS social worker and documented in the case file.



Miriam Korn/MFT
Treatment Director

4-20-09

Date